

# Disability and Welfare Administrator

## Job Specification

Date created: July 2022

### JOB DESCRIPTION

Employment status:	Permanent, full time
Hours:	Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. and this role follows this pattern
Location flexibility:	The place of work for this role is <b>Split</b> between the Horizons office in Reading and your home*; the exact split of days/hours is negotiable but must include a minimum of two working days spent at Horizons. However, you may work more in the office should you wish <i>*Please note working at home is only possible if your environment meets certain conditions – see our Future Ways of Working at UCEM document</i>
Department:	Technology & Academic Services
Line manager:	Richard Higgins, Disability and Welfare Manager

### Role summary

The Disability and Welfare Team provide information, advice, and guidance to all students to ensure they are safe and well supported throughout their studies. In this role you will not only provide assistance to the team, but also liaise with Academic and Professional Services teams to deliver high quality support to meet the needs of students on a range of study, personal and welfare issues. You will join a dynamic, passionate and supportive work environment, working with a range of people who are all dedicated to the support and success of our online students from around the world.

### Role accountabilities and responsibilities

- Provide administrative support to the Disability and Welfare Team. This will include event organisation, arranging meetings and record keeping.
- Keep thorough, accurate and up-to-date records in relation to the support required, and provided, ensuring compliance with data protection legislation.
- Help the Disability and Welfare Team comply with institutional reporting requirements when required.
- Assist with drawing up and processing personal UCEM Additional Support Plans (ASPs) at the earliest opportunity.
- Help advise students on applications for the Disabled Students' Allowance and ESFA financial support and follow up on applications to ensure a successful outcome.
- Assist with the development of online resources to help staff and students with disability support and guidance.
- Provide the main administrative support for the fitness to study process.
- Raise and monitor purchase orders for the Disability and Welfare Team.

# Job Specification

- Attend and take minutes for meetings.
- Monitoring staff training requirements.
- Understand and comply with The Equality Act 2010 and other relevant safeguarding legislation.
- Deliver excellent customer service in all aspects of the role, contributing to a student-centred specialist advice and guidance service.
- Provide ad-hoc support to other teams within Technology & Academic Services as and when needed.

Line management responsibility:	No
Budget responsibility:	No
<u>In this role you will liaise with:</u>	
The Student Engagement Team, Academic Registry, Finance, Learning and Teaching Enhancement, Apprenticeships, and the Academic Team	

## PERSON SPECIFICATION

Assessment Criteria: A = Application I = Interview T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Language Grade C or 4 or above	X		X		
Undergraduate degree		X	X		
<i>Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application</i>					
Previous experience	Essential	Desirable	A	I	T
Experience in a similar, customer facing role	X				
Experience of the higher education sector		X	X	X	
Working with people with disabilities or learning difficulties		X	X	X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Digital skills: We use MS Office which includes Teams, Outlook, Word, Excel, and PowerPoint	X			X	X
Excellent written and verbal communication skills	X				
Ability to adapt quickly to changing pressures and demands whilst maintaining accuracy	X		X	X	
Ability to make and build relationships with remotely based students and internal staff	X		X	X	
Knowledge of current legislation relating to disability		X	X	X	
Knowledge of current legislation relating to data protection		X	X	X	

# Job Specification

Knowledge of current Safeguarding & Prevent requirements		X	X	X	
<b>Other requirements or special requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>A</b>	<b>I</b>	<b>T</b>
A strong commitment to the UCEM's vision and core Purpose and to the delivery of an outstanding student experience.	X			X	
Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: <a href="https://www.ucem.ac.uk/core-values/">https://www.ucem.ac.uk/core-values/</a>	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, and Anti-bullying, Harassment and Sexual Misconduct	X			X	
A commitment to CPD and a desire for a career in Disability and Welfare Support	X				

## PAY & BENEFITS

- Salary range £23,000 - £24,000 per annum.
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Salary exchange pension scheme (auto-enrolment to the People's Pension). You will automatically be opted-in to salary exchange (the term we use for salary sacrifice). You may opt-out.
- Wellbeing support and full access to the Employee Assistance Programme. This includes mental health support; several UCEM employees are trained Mental Health First Aiders.
- Car parking may be available at our Horizons office; this depends on your designated place of work and working pattern, as well as parking availability; you may ask to join the waiting list. Do not assume you will have parking when you start employment; you must plan for alternative travel to work if attending Horizons.
- Cycle to Work salary sacrifice scheme and access to Tax-Free Childcare (Government scheme).
- Life assurance cover.
- Employer-funded Health Cash Plan (Simply Health)
- Charity giving options available.
- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use.

*On the jobs page of our website, you will find the full list of employee benefits at UCEM*

## APPLICATION PROCESS

All job applications must be sent to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application.

Please send the following to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) (you will receive an auto-response):

# Job Specification

1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability\* for the role; AND
3. A completed Recruitment Check Form which is available from the jobs page of our website.

The above items constitute a complete job application. \*We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/our-vision/>

Internal applicants are advised to inform their line manager of their application.

NO AGENCIES: We are not using agencies for this vacancy and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

## Informal discussion

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

For an informal discussion about the role please contact Sophie Elliott on 0118 921 4639 or email [s.elliott@ucem.ac.uk](mailto:s.elliott@ucem.ac.uk)

For any other enquiries please contact HR on 0118 467 2433 or email [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk)

## Closing date and next steps

Monday 22 August 2022 at noon.

HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in UCEM.

## Interview details

Dates for interview will be advised to you later in the process.

Please indicate on your Recruitment Check Form any dates that you cannot make, up to 4 weeks from the closing date. This helps us to plan interviews should you be shortlisted, prior to contacting you.

Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

Interviews are normally carried out over Zoom or Microsoft Teams, however we may invite you to visit our Reading office.

Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will meet with a member of the Senior Leadership Team. Sometimes we may conduct a telephone interview at first or second stage.